



2014/15



BRITISH
TRANSPORT
POLICE



POLICE

Policing Plan
C Division
Western

Foreword

Chief Superintendent Peter Holden
Divisional Commander, C Division, British Transport Police

This is the first Policing Plan for the newly formed C Division – a division made up of our previous Wales and Western, North Western and North Eastern Areas, as well as several police posts which formed part of the old London North Area.



Since taking up the position of Divisional Commander, I have been working with my team of Superintendents to ensure the sub-divisional structure is best suited to drive organisational performance whilst responding flexibly to local issues.

A lot of work has been done in the background to make C Division ready for business and able to provide the best possible service to rail staff and passengers. This will continue throughout the coming year.

Bringing such a large area under one command structure has presented a number of challenges. However it provides a real opportunity to give train operators and the travelling public a high performing and consistent policing service, by adopting best practice from across the division.

Of course, we remain mindful of the many differences that exist across such a large area, and our smaller sub-divisions, overseen by a designated Superintendent, will allow us to provide tailored solutions and approaches to regional and local issues.

Through all the changes, our focus on providing excellent performance and service to rail passengers and operators remains as strong as ever.

In line with the Force's strategic aims, minimising disruption will form a significant part of our activity during the coming year. We will continue to seek new and innovative ways to tackle disruption resulting from criminal activity, whilst ensuring fatalities continue to be dealt with efficiently, but sensitively.

Reducing aggression and violence directed towards staff will also be high on our list of priorities. Rail staff provide a vital service to millions of commuters every day and it is only right they have the confidence in British Transport Police to assist in providing a working environment in which they are safe from harm and abuse.

Anti-social behaviour, and the problems arising from excessive consumption of alcohol, is a common concern raised by many rail industry partners and passengers. It is these 'quality of life' issues that tend to impact most upon

journey and workplace experiences, and we will be looking to tackle locally raised issues through a partnership approach to problem solving. I am a firm believer that solutions to these issues do not rest solely with any one organisation. Success will be determined through the full engagement and integration of all partners, each one of which holds a key to solving the problems.

I am sure that 2014/15 will bring a number of challenges as we settle into the new divisional structure. I am, however, confident that the benefits arising from this structure, together with the additional frontline resources arriving on division, will result in a policing service which builds upon our previous successes.

I feel privileged to be given the opportunity to command the new C Division and look forward to working with you all over what should prove another successful year for Britain's growing railway network.

Introduction

Superintendent Gillian Murray
Sub-divisional Commander (Western), British Transport Police

I am delighted to be leading the new Western sub-division of British Transport Police's new C Division and I am confident the new sub-divisional Policing Plan will help to support our joint police-industry approach to reducing crime across the network in the Thames Valley and South West of England.



The new sub-division incorporates a number of key police stations and their significant policing areas, including Reading, Oxford, Bristol, Bath, Gloucester, down through Somerset into Exeter, Plymouth and Truro. We also look forward to introducing a new police station at Swindon.

There will be obvious challenges incorporating stations from the former London North Area and a lot of work has gone on prior to the start of the 2014/15 performance year on 1 April to ensure they join the Western team, fully-focussed on the challenges of 2014/2015.

In line with the Force's strategic goals, we recognise the unique challenges we face in the Western sub-division – not least the huge geography of our region and the significant cultural differences between our large cities and towns and the more rural parts of Devon and Cornwall.

I aim to ensure we meet those goals, supporting passengers, stakeholders and partners by providing a quality

service, responding to incidents quickly, focussing on victims, visibility and problem solving techniques in this geographically-challenging environment.

This will require commitment, professionalism and enthusiasm and the continued close working relationships with industry partners. I am particularly looking forward to working closely with the Train Operating Companies and Network Rail. I am aware these problems are not solved in isolation and I am sure our relationships with our key stakeholders will go from strength to strength.

The team in the Western sub-division has already achieved some fantastic results, such as reducing aggression towards rail staff and encouraging increased confidence in reporting crime, and focussing strongly on providing a first class service towards victims.

Key challenges include reducing crime, with targeting night time economy offences such as ASB a key priority. Our staff are already working closely with the industry on Problem Solving

Plans in key areas, such as Reading West and the Bristol-Swindon route. The additional resources at Swindon will bring a greater police presence and reassurance to the public and partners on this stretch of line.

Reducing theft of passenger property offences is an ongoing issue for long-distance services from London through to Bristol and Cornwall. Reducing cable theft will also prove a challenge with the start of the Electrification of the route from London to the South West. We are already fully engaged with the project and offer our support to help prevent and reduce crime.

This is an exciting time for everyone in the Western sub-division, bringing new opportunities with more frontline officers being brought in to tackle and solve problems with our industry partners and passengers. I know the team is looking forward to those challenges and I am looking forward to working alongside some brilliant, motivated staff to tackle the challenges we face.

Western targets

● Reduce theft from rail passengers by at least 5%

Theft of passenger property has become a significant issue for the rail industry during recent years. Tackling this issue is a priority for British Transport Police and reducing the number of offences will assist in driving crime from the network and increasing passenger confidence.

● Reduce aggression and violence towards staff by at least 5%

Aggression towards rail staff is unacceptable and, aside from the physical consequences, staff assaults can play a significant part in undermining confidence.

● Increase the 2013-14 detection rate for assaults on staff

Reducing the number of overall staff assaults needs to be supported by increased detection rates. Rail staff must have confidence in British Transport Police's ability to trace offenders and bring them to justice.

● Reduce disruption related minutes attributed to fatalities by at least 4%

Dealing with fatalities in an efficient and sensitive manner is an important aspect of the service BTP provides to the rail industry. BTP remains committed to providing further efficiencies and reducing the impact of fatalities on the network.

● Reduce disruption related minutes arising from level crossing incidents by at least 4%

Misuse of level crossings is a priority for BTP and Network Rail. BTP will continue to work with partners to educate the public and to take action against those who cause issues for the railway.

● Reduce disruption related minutes caused by trespass/vandalism by at least 8%

Despite extensive work by BTP and industry, issues around trespass and vandalism persist. Reducing the disruption this causes remains a priority for BTP and we will seek new methods to further drive those offences often referred to as 'route crime' from the railway.

● Reduce cable related offences by at least 5%

Despite recent changes in legislation and excellent collaboration between the railway and other industries, cable theft remains a threat to the efficient running of the rail network. BTP's commitment to tackling cable theft has not altered and we will seek to strengthen existing partnerships with industry and Home Office police forces to further reduce opportunities for thieves.

[Continued >](#)

Western targets

- **To at least maintain current attendance rates of all immediate incidents within 20 minutes**

Attending incidents in a timely fashion is one of the defining features of BTP. It is important rail users and staff have confidence in the Force to be there as soon as possible when needed. We are committed to aim and attend all immediate graded incidents within 20 minutes and meeting the same attendance as 2013/14.

- **To at least maintain attendance rates of all priority incidents within 60 minutes**

When attendance to an incident is necessary, but not an emergency, BTP is committed to arriving, where possible, within 60 minutes. Our response to these incidents will be critical in demonstrating BTP's determination to assist victims of crime and will, in turn, play a crucial role in maintaining, and enhancing, public confidence.

- **Successfully complete five PSPs to tackle ASB, crime, football and freight related issues**

There are a number of issues experienced by the railway which cannot be resolved by police activity in isolation. In consultation with industry partners, we will use a problem solving approach to tackle anti-social behaviour, specified crimes and other issues at identified locations or on problematic routes.

Policing Plan

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